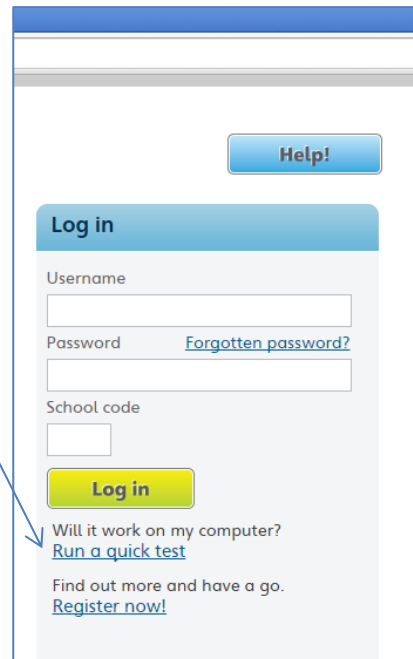# <u>Troubleshooting</u>

When you go on the website for the first time,

it may be a good idea to 'Run a quick test'.

If this comes up stating that popups are blocked,

please see below.

Manage pop-ups

Google Chrome prevents pop-ups from automatically appearing and cluttering your screen. Whenever the browser blocks pop-ups for a site, the [x] icon appears in the address bar. Click the icon to see the pop-ups that have been blocked or to manage pop-up settings for the site.

See pop-ups for a specific site

To see blocked pop-ups for a site, follow the steps listed below:

1. If pop-ups have been blocked, you'll see the [x] icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialogue.

To manually allow pop-ups from a site, follow the steps below:

1. Click the Chrome menu ≡ on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. in the "Privacy" section, click the **Content settings** button.
5. Scroll down to Pop-ups.
6. In the "Pop-ups" section, click **Manage exceptions**.
7. Click the "Hostname pattern" field and enter [*.]www.activelearnprimary.co.uk.